

Board Box

February 2024

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February 28, 2024

TO: BOARD OF DIRECTORS
FROM: VY VU, SYSTEM ADMINISTRATOR - DATA
RE: KEY PERFORMANCE INDICATORS

ISSUE:

The following pages provide a summary of the Key Performance Indicators for:

- Operations and Safety
- Eligibility and Appeals
- Customer Service

System Trip Performance

	Goal	Nov-23	Dec-23	Jan-24	YTD
Vehicle Trips		273,947	266,458	278,188	1,941,677
Passenger Trips		338,992	330,342	341,487	2,403,574
Backup Trips		15	14	9	182
No Shows		2.1%	2.2%	2.1%	2.1%
On Time Performance (Next Day Trips)	≥ 91%	91.9%	92.5%	93.2%	92.5%
Excessively Late Trips (45+ min late)	≤ 0.10%	0.02%	0.02%	0.01%	0.02%
Excessively Long Trips	≤ 5%	3.8%	3.5%	3.6%	3.5%
Missed Trips	≤ 0.75%	0.36%	0.33%	0.27%	0.34%
Denials	≤ 0	0	0	0	2
On Time Performance (Access to Work)	≥ 94%	96.5%	97.1%	97.3%	96.9%

Call Performance

	Goal	Nov-23	Dec-23	Jan-24	YTD
<i>Reservations</i>					
Answered Calls		201,779	199,169	204,371	1,418,595
Average Initial Hold Time	≤ 120 sec	48	45	37	52
Calls On Hold > 5 Minutes	≤ 5%	1.7%	1.3%	0.9%	1.9%
<i>Estimated Time of Arrival (ETAs)</i>					
Answered Calls		48,578	48,155	46,567	331,203
Average Initial Hold Time		34	30	34	44
Calls On Hold > 5 Minutes	≤ 10%	2.0%	1.6%	1.1%	2.0%

Complaints/Compliments

	Goal	Nov-23	Dec-23	Jan-24	YTD
Complaints Per 1,000 Trips	≤ 4.0	1.8	1.8	1.8	2.1
Compliments Per 1,000 Trips		0.7	0.7	0.8	0.8

Safety

	Goal	Nov-23	Dec-23	Jan-24	YTD
Preventable Incidents Per 100,000 Miles	≤ 0.25	0.09	0.24	0.29	0.19
Preventable Collisions Per 100,000 Miles	≤ 0.75	0.73	0.85	0.83	0.84
Miles Between Road Calls	≥ 25,000	49,597	53,755	50,221	44,140

Antelope Valley Region Trip Performance

	Goal	Nov-23	Dec-23	Jan-24	YTD
Vehicle Trips		11,823	11,295	12,256	85,301
Passenger Trips		14,303	13,601	14,657	102,815
No Shows		2.9%	2.9%	2.8%	2.9%
On Time Performance (Next Day Trips)	≥ 91%	94.7%	95.7%	95.1%	95.1%
Excessively Late Trips (45+ min late)	≤ 0.10%	0.00%	0.01%	0.00%	0.00%
Excessively Long Trips	≤ 5%	2.2%	2.4%	2.6%	2.1%
Missed Trips	≤ 0.75%	0.31%	0.18%	0.19%	0.21%
Denials	≤ 0	0	0	0	0
On Time Performance (Access to Work)	≥ 94%	100.0%	95.0%	96.3%	98.0%

Call Performance

	Goal	Nov-23	Dec-23	Jan-24	YTD
<i>Reservations</i>					
Answered Calls		7,246	6,709	7,380	52,811
Average Initial Hold Time	≤ 120 sec	47	45	43	44
Calls On Hold > 5 Minutes	≤ 5%	1.5%	1.8%	1.7%	1.6%

<i>Estimated Time of Arrival (ETAs)</i>					
Answered Calls		2,168	2,209	2,488	15,773
Average Initial Hold Time		37	31	26	32
Calls On Hold > 5 Minutes	≤ 10%	1.1%	1.4%	0.5%	1.0%

Complaints/Compliments

	Goal	Nov-23	Dec-23	Jan-24	YTD
Complaints Per 1,000 Trips	≤ 4.0	1.1	2.0	2.5	2.0
Compliments Per 1,000 Trips		1.1	1.1	0.8	0.8

Safety

	Goal	Nov-23	Dec-23	Jan-24	YTD
Preventable Incidents Per 100,000 Miles	≤ 0.25	0.00	1.30	0.00	0.17
Preventable Collisions Per 100,000 Miles	≤ 0.75	0.63	0.00	0.76	0.28
Miles Between Road Calls	≥ 25,000	157,939	153,413	163,916	114,302

Contractual Requirement

Eastern Region Trip Performance

	Goal	Nov-23	Dec-23	Jan-24	YTD
Vehicle Trips		83,586	80,237	83,334	583,468
Passenger Trips		105,285	101,333	104,401	733,770
No Shows		1.8%	2.1%	1.9%	1.9%
On Time Performance (Next Day Trips)	≥ 91%	92.4%	93.7%	94.8%	93.2%
Excessively Late Trips (45+ min late)	≤ 0.10%	0.01%	0.01%	0.00%	0.01%
Excessively Long Trips	≤ 5%	1.4%	1.1%	1.1%	1.2%
Missed Trips	≤ 0.75%	0.19%	0.17%	0.13%	0.18%
Denials	≤ 0	0	0	0	1
On Time Performance (Access to Work)	≥ 94%	96.9%	98.5%	97.5%	97.3%

Call Performance

	Goal	Nov-23	Dec-23	Jan-24	YTD
<i>Reservations</i>					
Answered Calls		55,525	54,113	54,922	392,010
Average Initial Hold Time	≤ 120 sec	18	17	12	22
Calls On Hold > 5 Minutes	≤ 5%	0.4%	0.3%	0.6%	0.8%

<i>Estimated Time of Arrival (ETA)</i>					
Answered Calls		12,071	11,306	10,344	81,581
Average Initial Hold Time		16	15	9	14
Calls On Hold > 5 Minutes	≤ 10%	0.2%	0.4%	0.5%	0.3%

Complaints/Compliments

	Goal	Nov-23	Dec-23	Jan-24	YTD
Complaints Per 1,000 Trips	≤ 4.0	1.3	1.4	1.1	1.5
Compliments Per 1,000 Trips		0.9	0.7	0.9	0.8

Safety

	Goal	Nov-23	Dec-23	Jan-24	YTD
Preventable Incidents Per 100,000 Miles	≤ 0.25	0.20	0.00	0.21	0.16
Preventable Collisions Per 100,000 Miles	≤ 0.75	0.73	0.68	1.09	1.02
Miles Between Road Calls	≥ 25,000	45,361	56,498	73,799	47,907

Contractual Requirement

Santa Clarita Region Trip Performance

	Goal	Nov-23	Dec-23	Jan-24	YTD
Vehicle Trips		153	1,963	2,284	13,269
Passenger Trips		165	2,236	2,522	14,570
No Shows		0.3%	2.0%	1.4%	1.2%
On Time Performance (Next Day Trips)	≥ 91%	97.8%	94.0%	93.7%	92.5%
Excessively Late Trips (45+ min late)	≤ 0.10%	0.00%	0.00%	0.04%	0.03%
Excessively Long Trips	≤ 5%	0.0%	1.8%	2.7%	3.5%
Missed Trips	≤ 0.75%	0.00%	0.72%	0.40%	0.62%
Denials	≤ 0	0	0	0	1
On Time Performance (Access to Work)	≥ 94%	-	-	-	-

Call Performance

	Goal	Nov-23	Dec-23	Jan-24	YTD
<i>Reservations</i>					
Answered Calls		508	1,830	1,854	11,849
Average Initial Hold Time	≤ 120 sec	58	67	50	74
Calls On Hold > 5 Minutes	≤ 5%	3.0%	3.7%	2.5%	4.4%

<i>Estimated Time of Arrival (ETA)</i>					
Answered Calls		53	253	291	1,846
Average Initial Hold Time		74	51	35	61
Calls On Hold > 5 Minutes	≤ 10%	7.5%	4.3%	1.4%	3.6%

Complaints/Compliments

	Goal	Nov-23	Dec-23	Jan-24	YTD
Complaints Per 1,000 Trips	≤ 4.0	0.0	0.0	0.4	0.6
Compliments Per 1,000 Trips		0.0	0.0	0.0	0.0

Safety

	Goal	Nov-23	Dec-23	Jan-24	YTD
Preventable Incidents Per 100,000 Miles	≤ 0.25	0.00	0.00	0.00	0.00
Preventable Collisions Per 100,000 Miles	≤ 0.75	0.00	0.00	0.00	0.00
Miles Between Road Calls	≥ 25,000	*	*	*	64,388

Contractual Requirement

*Notes: There were zero (0) road calls for these months.

Northern Region Trip Performance

	Goal	Nov-23	Dec-23	Jan-24	YTD
Vehicle Trips		39,939	38,504	40,795	278,981
Passenger Trips		49,766	47,863	50,135	349,847
No Shows		1.8%	1.8%	1.6%	1.7%
On Time Performance (Next Day Trips)	≥ 91%	92.0%	91.7%	93.7%	92.7%
Excessively Late Trips (45+ min late)	≤ 0.10%	0.06%	0.04%	0.02%	0.04%
Excessively Long Trips	≤ 5%	4.6%	3.8%	3.7%	4.0%
Missed Trips	≤ 0.75%	0.64%	0.54%	0.42%	0.60%
Denials	≤ 0	0	0	0	0
On Time Performance (Access to Work)	≥ 94%	97.6%	99.5%	98.2%	98.3%

Call Performance

	Goal	Nov-23	Dec-23	Jan-24	YTD
<i>Reservations</i>					
Answered Calls		31,731	29,906	31,114	194,103
Average Initial Hold Time	≤ 120 sec	73	75	69	84
Calls On Hold > 5 Minutes	≤ 5%	3.0%	2.6%	1.7%	3.1%
<i>Estimated Time of Arrival (ETA)</i>					
Answered Calls		8,878	8,562	7,429	52,304
Average Initial Hold Time		8	7	61	77
Calls On Hold > 5 Minutes	≤ 10%	3.9%	2.6%	2.4%	3.9%

Complaints/Compliments

	Goal	Nov-23	Dec-23	Jan-24	YTD
Complaints Per 1,000 Trips	≤ 4.0	2.3	1.8	1.9	2.5
Compliments Per 1,000 Trips		1.0	1.2	1.5	1.2

Safety

	Goal	Nov-23	Dec-23	Jan-24	YTD
Preventable Incidents Per 100,000 Miles	≤ 0.25	0.00	0.00	0.32	0.14
Preventable Collisions Per 100,000 Miles	≤ 0.75	0.53	0.67	0.48	0.64
Miles Between Road Calls	≥ 25,000	43,707	39,790	44,888	47,713

Contractual Requirement

Southern Region Trip Performance

	Goal	Nov-23	Dec-23	Jan-24	YTD
Vehicle Trips		93,366	90,450	93,724	661,682
Passenger Trips		112,477	109,496	112,294	799,062
No Shows		2.0%	2.1%	2.0%	2.0%
On Time Performance (Next Day Trips)	≥ 91%	91.9%	91.6%	91.2%	92.0%
Excessively Late Trips (45+ min late)	≤ 0.10%	0.01%	0.03%	0.01%	0.01%
Excessively Long Trips	≤ 5%	6.0%	6.0%	6.4%	5.7%
Missed Trips	≤ 0.75%	0.37%	0.40%	0.34%	0.35%
Denials	≤ 0	0	0	0	0
On Time Performance (Access to Work)	≥ 94%	95.7%	95.5%	96.5%	95.8%

Call Performance

	Goal	Nov-23	Dec-23	Jan-24	YTD
<i>Reservations</i>					
Answered Calls		68,821	68,430	69,876	495,662
Average Initial Hold Time	≤ 120 sec	77	69	53	81
Calls On Hold > 5 Minutes	≤ 5%	3.0%	2.1%	0.8%	3.0%
<i>Estimated Time of Arrival (ETA)</i>					
Answered Calls		16,739	17,616	18,376	121,274
Average Initial Hold Time		70	56	49	67
Calls On Hold > 5 Minutes	≤ 10%	3.2%	2.3%	1.3%	3.2%

Complaints/Compliments

	Goal	Nov-23	Dec-23	Jan-24	YTD
Complaints Per 1,000 Trips	≤ 4.0	1.8	1.9	2.0	2.2
Compliments Per 1,000 Trips		0.5	0.4	0.5	0.5

Safety

	Goal	Nov-23	Dec-23	Jan-24	YTD
Preventable Incidents Per 100,000 Miles	≤ 0.25	0.09	0.36	0.26	0.24
Preventable Collisions Per 100,000 Miles	≤ 0.75	0.73	1.12	0.72	0.88
Miles Between Road Calls	≥ 25,000	57,959	70,061	42,721	39,423

Contractual Requirement

West Central Region Trip Performance

	Goal	Nov-23	Dec-23	Jan-24	YTD
Vehicle Trips		45,065	43,995	45,786	318,794
Passenger Trips		56,981	55,799	57,469	403,328
No Shows		2.9%	2.9%	2.9%	2.9%
On Time Performance (Next Day Trips)	≥ 91%	90.1%	92.2%	93.5%	91.4%
Excessively Late Trips (45+ min late)	≤ 0.10%	0.04%	0.02%	0.00%	0.02%
Excessively Long Trips	≤ 5%	3.2%	2.7%	2.4%	2.8%
Missed Trips	≤ 0.75%	0.42%	0.31%	0.23%	0.34%
Denials	≤ 0	0	0	0	0
On Time Performance (Access to Work)	≥ 91%	96.2%	95.8%	98.4%	97.1%

Call Performance

	Goal	Nov-23	Dec-23	Jan-24	YTD
<i>Reservations</i>					
Answered Calls		37,948	38,181	39,225	272,160
Average Initial Hold Time	≤ 120 sec	19	16	13	22
Calls On Hold > 5 Minutes	≤ 5%	0.4%	0.3%	0.6%	0.8%
<i>Estimated Time of Arrival (ETA)</i>					
Answered Calls		8,669	8,209	7,639	58,425
Average Initial Hold Time		16	16	12	14
Calls On Hold > 5 Minutes	≤ 5%	0.3%	0.4%	0.4%	0.3%

Complaints/Compliments

	Goal	Nov-23	Dec-23	Jan-24	YTD
Complaints Per 1,000 Trips	≤ 4.0	2.3	2.3	2.2	2.7
Compliments Per 1,000 Trips		0.7	0.9	0.9	0.9

Safety

	Goal	Nov-23	Dec-23	Jan-24	YTD
Preventable Incidents Per 100,000 Miles	≤ 0.25	0.00	0.37	0.56	0.23
Preventable Collisions Per 100,000 Miles	≤ 0.75	1.01	1.08	1.07	0.87
Miles Between Road Calls	≥ 25,000	41,848	38,178	38,354	37,935

Contractual Requirement

Eligibility and Appeals

Eligibility

	Goal	Nov-23	Dec-23	Jan-24	YTD
Eligible Customers		111,132	111,914	112,679	112,679
Total ADA Evaluations Performed		2,724	3,519	2,988	22,476
Days From Application to Decision (avg)	≤ 21	10	9	10	10

In Person Evaluations

	Goal	Nov-23	Dec-23	Jan-24	YTD
Unrestricted		1,226	1,383	1,715	9,874
Restricted		203	267	330	1,713
Temporary		78	57	66	480
Not Eligible		18	19	21	162
Total		1,525	1,726	2,132	12,229

Paper Evaluations

	Goal	Nov-23	Dec-23	Jan-24	YTD
Unrestricted		946	1,541	856	8,570
Restricted		196	171	0	1,280
Temporary		57	81	0	397
Not Eligible		0	0	0	0
Total		1,199	1,793	856	10,247

Appeals

	Goal	Nov-23	Dec-23	Jan-24	YTD
Appeals Performed		13	10	1	83
Days From Appeal to Decision (avg)	≤ 30	11	6	13	7

Customer Service

Phone Statistics

Customer Service

	Goal	Nov-23	Dec-23	Jan-24	YTD
Customer Service Calls		18,228	20,704	23,836	161,887
Average Initial Hold Time	≤ 180 sec	139	42	72	102
Calls On Hold > 5 Minutes	≤ 10%	15.3%	3.9%	7.3%	11.1%
Calls Abandoned	≤ 10%	5.6%	1.7%	3.6%	4.0%

Operations Monitoring Center

	Goal	Nov-23	Dec-23	Jan-24	YTD
Customer Service Calls		6,180	6,868	7,640	54,898
Average Initial Hold Time	≤ 180 sec	82	37	34	69
Calls On Hold > 5 Minutes	≤ 10%	7.3%	2.9%	2.7%	6.3%
Calls Abandoned	≤ 10%	8.9%	3.8%	3.9%	7.0%

Contractual Requirement

February 28, 2024

TO: BOARD OF DIRECTORS
FROM: HECTOR RODRIGUEZ, DEPUTY EXECUTIVE DIRECTOR
RE: FINANCIAL REPORT FOR JANUARY 2024 - DRAFT

Attached for your review are the draft financial reports for JANUARY 2024.

DRAFT FY 2023/2024 Budget to Actual Fiscal Year-to-Date Comparison:

- ◆ Passengers: 7.6% over budget
- ◆ Contract Revenue Miles: 3.1% under budget
- ◆ Trips: 7.9% over budget
- ◆ Total Eligibility Evaluations: 43.3% under budget
- ◆ Average Trip Distance: under budget by 0.97 miles at 8.51 miles
- ◆ Total cost per Passenger (before depreciation): 4.7% under budget at \$59.27
- ◆ Administration Function is 14.6% under budget
- ◆ Eligibility Determination Function is 20.6% under budget
- ◆ Purchased Transportation Function is 5.1% over budget
- ◆ Paratransit Operations Function is 1.9% under budget

Attached are the following reports for your review:

- Statistical Comparison: JANUARY 2023 to JANUARY 2024
- Expenses by Functional Area
- Budget to Actual Comparison of Statistics
- YTD Budget Results
- Graph: YTD PAX Cost Comparison

Expenses by Functional Area

For the YTD Period Ending January 2024

	% of Cost	YTD Actual	YTD Budget	Variance	% Over / (Under) Budget	% Over / (Under) Prior Yr
Purchased Transportation	84.7%	\$120,689,253	\$114,877,401	\$5,811,852	5.1%	22%
Paratransit Operations	7.9%	\$11,187,020	\$11,400,712	(\$213,692)	-1.9%	9%
Eligibility Determination	3.0%	\$4,256,609	\$5,357,899	(\$1,101,290)	-20.6%	-8%
CTSA/Ride Information	0.2%	\$253,966	\$217,835	\$36,131	16.6%	33%
Administration	4.3%	<u>\$6,064,309</u>	<u>\$7,100,359</u>	<u>(\$1,036,050)</u>	<u>-14.6%</u>	<u>8%</u>
Total Exp before Depreciation		\$142,451,157	\$138,954,206	\$3,496,951	2.5%	19%

Statistics – For the YTD Period Ended January 2024

	YTD Actual	YTD Budget	Variance	% Over / (Under) Budget	% Over / (Under) Prior Yr
Total Eligibility Evaluations	22,476	39,634	(17,158)	-43.3%	-46%
Number of PAX	2,403,574	2,233,407	170,167	7.6%	21%
Number of Contract Revenue Miles	16,525,725	17,062,953	(537,229)	-3.1%	17%
Number of Trips	1,941,677	1,799,934	141,743	7.9%	21%
Average Trip Distance	8.51	9.48	(0.97)	-10.2%	-4%
Purchased Transportation Cost					
Cost per Contract Rev Mile	\$7.30	\$6.73	\$0.57	8.5%	5%
Total Cost per Trip before Depreciation	\$73.37	\$77.20	(\$3.83)	-5.0%	-2%
Total Cost per Pax before Depreciation	\$59.27	\$62.22	(\$2.95)	-4.7%	-1%

Budget Results for FY 2023/2024 For YTD Period Ending January 2024

	YTD Actual	YTD Budget	Variance	% Over / (Under) Budget	% Over / (Under) Prior Yr
Revenue					
Passenger Fares	\$5,655,291	\$5,129,407	\$525,884		
Other Revenue	\$3,035,654	\$213,932	\$2,821,722		
Total Revenue	\$8,690,945	\$5,343,339	\$3,347,606	63%	43%
 Total Exp before Capital	 \$142,451,157	 \$138,954,206	 \$3,496,951	 3%	 19%
Capital Expenditures					
Vehicles	\$9,358,846	\$20,572,269	(\$11,213,423)		
Other Capital Expenditures	\$148,127	\$1,750,000	(\$1,601,873)		
Total Capital Expenditures	\$88,423	\$0	\$88,423		
	\$9,595,396	\$22,322,269	(\$12,726,873)	-57%	5775%
Over/(Under) Budget January 2024			(\$9,229,922)		

YTD Cost Per Passenger before Depreciation and Capital Cost

